Arizona Department of Administration
Information Services Division
FY 09 Service Rates

05/15/2008

		Billing Unit	FY09
37140 Project Management Office (PMO)			
1411	Project Management Support	Hour	$95.00
37320 Mainframe Processing			
24/7:			
3201	Customer Info Control System (CICS) Processing	CPU Hour	$120.00
3203	Customer Info Control System (CICS) Transaction	Transaction	$0.00147
3207	Time Sharing Option (TSO)	CPU Hour	$120.00
Prime:			
3211	Batch	CPU Hour	$120.00
3212	Information Management System (IMS)	CPU Hour	$120.00
3214	Datacom	CPU Hour	$120.00
3215	Datacom Multi User Facility (MUF) Query	CPU Hour	$120.00
3216	ADABAS	CPU Hour	$120.00
3217	Open Database Connectivity (ODBC)	CPU Hour	$120.00
Non-Prime:			
3221	Batch	CPU Hour	$60.00
3222	Information Management System (IMS)	CPU Hour	$60.00
3224	Datacom	CPU Hour	$60.00
3225	Datacom Multi User Facility (MUF) Query	CPU Hour	$60.00
3226	ADABAS	CPU Hour	$60.00
3227	Open Database Connectivity (ODBC)	CPU Hour	$60.00
37330 Technical Support			
3311	Technician Services	Hour	$95.00
37340 Disk Storage			
Mainframe:			
3411	Tier 1 - Standard	Track/Month	$0.00140
3415	Tier 1 - Private (Reserved) Volumes	Track/Month	$0.00140
3421	Tier 2 Standard	Track/Month	$0.00070
3425	Tier 2 - Private (Reserved) Volumes	Track/Month	$0.00070
Open Systems:			
3431	Tier 1 - Standard	gb/Month	$0.70400
3441	Tier 2 - Standard	gb/Month	$0.20200
37350 Tape Storage			
Mainframe:			
3511	Data Stored	mb/Month	$0.00060
3521	Physical Tape Surcharge	Tape/Month	$1.00
3525	Physical Tape not in Tape Management System (TMS)	Tape/Month	$1.00
3531	Tape Mounts	Mount	$2.00
3541	Migrated Data	mb/Month	$0.00833
Open Systems:			
3561	Automated Tape Library (ATL) Storage	mb/Month	$0.00030
Other:			
3591	Tape Vault Storage (1" X 4 3/8" slot)	Slot/Month	$0.50
37360 Printing			
3611	Page	Page	$0.10
3621	Impact (Line)	1,000 Lines	$2.75
37520 Desktop Support			
5211	PC/Laptop Support	Device/Month	$30.00
5221	Printer Support	Device/Month	$50.00
5231	Desktop Technician	Hour	$85.00
37540 Application Development (SDLC)			
5411	Programming Serivces	Hour	$95.00
5413	Analysis Services	Hour	$95.00
37550 Application Support			
Programming:			
5511	Programming Services	Hour	$95.00
5513	Analysis Services	Hour	$95.00
5515	Technical Services	Hour	$95.00
E-Mail:			
5523	E-mail - Enterprise (Exchange)	User/Month	$30.00

Note: 1024 MB equals 1 GB and 1024 GB equals 1 TB.
* Security services are included in published rates - these rates apply to additional services required by the customer.

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37550 Application Support - (Continued)		
Web Page Hosting:		
5531 Shared Basic Environment	MB/Website/Mon	$10.00
5533 Shared Premium Environment	Website/Month	$425.00
5536 Basic Virtual Dedicated Environment	Server/Month	$466.00
Secure Sockets Layer (SSL) Certificate:		
5541 Verisign	Website/Year	$400.00
5543 GoDaddy - New	Website/Year	$30.00
5545 GoDaddy - Renewal	Website/Year	$20.00
Domain Name Services (DNS):		
5551 Domain Name Registration for .gov Web Page Hosting	Website/Year	$125.00
5553 DNS for .gov sites	Website/Year	$20.00
Living Disaster Recovery Planning System (LDRPS) Agency Account (multiple users):		
5561 LDRPS Account - Small Agency (1-99 FTE)	Account/Month	$195.00
5563 LDRPS Account - Medium Agency (100 - 749 FTE)	Account/Month	$295.00
5565 LDRPS Account - Large Agency (750+ FTE)	Account/Month	$495.00
Clarity User Account (single user):		
5571 Viewer License User Account	Account/Month	$30.00
5573 Participant License User Account	Account/Month	$145.00
5575 Creator User Account	Account/Month	$195.00
Other:		
5591 Payment Portal Processing Fee	Transaction	$0.18
5593 Blackberry Enterprise Server (BES)	User/Month	$15.00
5595 Subscription Email Service (SES) - Agency Account (2	Account/Month	$31.00
37570 Server Support		
Server Support:		
5711 Basic Support	Device/Month	$255.00
5713 Standard Support	Device/Month	$435.00
5717 Directory User Administration	User/Month	$14.00
5721 Server Technician	Hour	$95.00
Hosting (Facilities Support):		
5731 Hosting - Shared Rack Space	1U/Month	$36.25
5733 Hosting - per rack 1 - 5 Rack(s)	Rack/Month	$1,522.50
5734 Hosting - per rack 6 - 18 Racks	Rack/Month	$1,125.00
5735 Hosting - per rack 19+ Racks	Rack/Month	$750.00
5737 Shared File Server	Per Acct/Month	$15.00
5739 Floor Space Rental (Non-Electric Consuming Equipmen	Sq Ft/Month	$30.00
Network Connectivity:		
5741 SAN Connection	Port/Month	$7.50
Virtual Machine Guest:		
5751 Virtual CPU	CPU/Month	$83.00
5753 Virtual RAM	512Mb/Month	$41.50
AS/400:		
5771 AS/400 Storage	Block 2,560	$0.0073
5775 AS/400 Technician	Hour	$65.00
Other:		
5791 Equipment Lease		ISA
37620 Security *		
6201 ADOA Network Connection (SCIFI)	Port/Month	$39.00
6211 Security Technician	Hour	$95.00
6221 Account Setup	Transaction	$23.75
6231 Password Change/Reset	Transaction	$5.00
6241 Host based Intrusion Detection System (HIDS)	Host CPU/Month	$50.00
6251 Host Security Assessment (HSA)	Host CPU/Month	$20.00
37640 Disaster Recovery		
6411 Hosting - server/storage	1U/Month	$25.00
6433 Hosting - per rack	Rack/Month	$500.00
37720 Support Center		
7211 Remedy User Registration	User/Month	$140.00
37820 Data Base Management		
8211 Server Data Base Support - Primary	Server/Month	$1,500.00
8215 Server Data Base Support - Secondary	Server/Month	$500.00
8221 Data Base Specialist	Hour	$95.00
37960 Pass-Thru Billing		
9601 Pass-Thru Billing	One-time	Cost + 8%

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